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STATEMENT BY APPLICANT**Date Submitted: **JUN - 1, 2010**

(use as many sheets as necessary)

Sheet 1

of 1

**Complete if Known**

Application Number	09/641,866
Filing Date	8/18/2000
First Named Inventor	Charles E. BERNASCONI
Art Unit	3626
Examiner Name	RAPILLO, Kristine K.
Attorney Docket Number	087354-0108

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines Where Relevant Passages or Relevant Figures Appear
	C1	6,587,822	07-01-2003	BROWN ET AL.	

**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code "Number" Kind Code <sup>3</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Documents	Pages, Columns, Lines Where Relevant Passages or Relevant Figures Appear
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**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
/K.R./	C2	Aspect Telecommunications Announces Plans To Offer World Wide Web Solutions For Call Centers; New Web Interaction Capabilities For Agility Will Transform Call Centers Into Even More Powerful Customer Information Transaction Centers, Business Wire, September 19, 1995, <a href="http://thefreelibrary.com/_/print/PrintArticle.aspx?id=17436173">http://thefreelibrary.com/_/print/PrintArticle.aspx?id=17436173</a> , 3 Sheets.	
/K.R./	C3	TALX Corporation Releases TALXWare 3.1 Featuring State-of-the-Art Enhancements for Interactive Web and Interactive Voice Response, Business Wire, August 27, 1997, <a href="http://www.thefreelibrary.com/_/print/PrintArticle.aspx?id=19701564">http://www.thefreelibrary.com/_/print/PrintArticle.aspx?id=19701564</a> , 2 Sheets.	
/K.R./	C4	Web-On-Call Voice Browser Redefines Access To The Web; Organizations Can Now Extend Their Reach Beyond The Net, Business Wire, March 4, 1996, <a href="http://www.thefreelibrary.com/_/print/PrintArticle.aspx?id=18052502">http://www.thefreelibrary.com/_/print/PrintArticle.aspx?id=18052502</a> , 2 Sheets.	
	C5	Copy of Office Action received in Application Serial No. 11/643,769 (087354-0110) on 4/27/2010 (20 pgs).	

Examiner Signature	/Kristine Rapillo/	Date Considered	07/29/2010
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